

## **INSTRUCTIONS FOR USING FEDERAL EXPRESS AND USING THE PURCHASE CARD AS METHOD OF PAYMENT**

The following are instructions for using the GSA Federal Express Contract GS-23F-9656D. This contract is **mandatory for DoD shipments between origin and delivery points in Conus, Alaska, Hawaii, and Puerto Rico.** However, there is an International Service Guide for those with International Shipment needs (See FedEx web site listed below and click on service guide). Modification No. 10 was issued August 8, 1999, requiring the contractor to accept the Government Purchase Card for payments of accounts. August 15, 1999 was the beginning of the third option year and there is one more option year under the terms of the contract. The contractor shall not process a transaction for payment through the credit card clearinghouse until the services have been performed.

### **WHEN TO USE THE CONTRACT:**

The following is a list of conditions that require the use of the contract.

- A. Shipments that require overnight or two day delivery.
- B. When making shipments of packages over 500 MILES FROM POINT OF ORIGIN.
- C. For packages that are under 150 lbs.
- D. For packages under 119" in length and 185" in length and girth combined.

If your shipping requirement does not meet one of these conditions and you use a shipper other than Federal Express, document the purchase card files.

### **HOW TO SET UP AN ACCOUNT SO THAT YOUR PURCHASE CARD WILL BE USED AS THE PAYMENT METHOD AND YOU WILL BE CHARGED THE PRICES LISTED UNDER THE CONTRACT AND NOT COMMERCIAL PRICES.**

1. To convert your existing Federal Express Government Account or to establish a new account to be paid by the Government Purchase card each cardholder **MUST** call the Federal Express Government Customer Account Services at:

1-800-645-9424

The above number is the **ONLY** authorized phone number to call to make these changes. Federal Express will provide you a form to complete to make the transaction to credit billing. You fax the form back to the office listed above and they will set up the new account. When you complete the airbill you will then only list the Fedex account number.

YOUR PURCHASE CARD NUMBER SHOULD NEVER APPEAR ON AN AIRBILL. IT TAKES APPROXIMATELY 5-10 DAYS FOR THE ACCOUNT TO BE ESTABLISHED.

**NOTE, VERY IMPORTANT!!!!**

***IF YOU USE THE PURCHASE CARD WITHOUT FIRST SETTING UP AN ACCOUNT WITH THIS GOVERNMENT ACCOUNT OFFICE, YOU WILL BE CHARGED FEDEX COMMERCIAL RATES.***

2. When you fill out the FedEx Airbill mark in Block 7 Payment Section "Bill Sender" and use either a pre-printed airbill with your account number or write in the account number.
3. You will no longer receive an invoice like you have in the past. Once the shipment is complete, FedEx will process the charge through the bank and it will show up on your monthly cardholder statement. You need to keep a copy of your airbill as proof that services were requested and the package was picked up.
4. You can track your packages on the FEDEX internet site by the FedEx Airbill number. [WWW.FEDEX.COM/us/services/government/](http://WWW.FEDEX.COM/us/services/government/)
5. Agencies can request daily pickup of packages or have pickups made on an as-needed basis. An important feature of this contract is that delivery of your shipment is backed by a money-back guarantee. If a shipment arrives even 60 seconds late, you will receive an automatic refund on your invoice of the transportation charges for your late shipment. Packages are supposed to reach destinations by 10:30 am for either next business day or second business day deliveries.

The Government Customer Service department allows an agency to set up one account per office with multiple purchase cards under the one Federal Express account number. HOWEVER, the respective cardholder's number being used for the shipment would have to be referenced on the Airbill under account number. The cardholders account number cannot appear on any such documents. In order to maintain security of cardholders account numbers only one cardholder number should be used when an office establishes the Federal Express account. That cardholder will be responsible for tracking all Federal Express shipments.